



Michael Randol, Iowa Medicaid Director

Process Improvement Working Group Summary of Meeting Minutes March 23, 2018

ATTENDEES	DEPARTMENT OF HUMAN SERVICES
Nancy Lind, UnitedHealthcare	Michael Randol
Jeff Jones, Amerigroup	Julie Lovelady
Melissa Havig, Amerigroup	Matt Highland
Gretchen Hageman, Delta Dental	Liz Matney
Ann Brownsberger, The Village Community	Kevin Kirkpatrick
Ann Starr, Orchard Place	Deborah Johnson
Bob Bartles, Hope Haven Area Development Center	Dolores Briseno
Brent Willett, Iowa Health Care Association	
Brooke Ramsey, HIRTA Public Transit	
Casey Westhoff, Systems Unlimited	
Craig Douglas, VGM Group	
Craig Syata, Iowa Association of Community Providers	
Danielle Schwiebert, Iowa for CarePro Home Medical	
Erica Shannon, Iowa Primary Care Association	
Gary Turbes, Midstep Services	
Gaye Johnson, ChildServe	
Jean Thomas, IMGMA	
Jeanette Werling, Paramount Health Options	
Jennifer Harbison, UIHC	
Jennifer Vermeer, UIHC	
Jim Henter, Iowa Retail Foundation	
Julia Castillo, HIRTA Public Transit	
Kay Spear, IMGMA	
Kelly Heysinger, Unified Therapy	
Kermit Dahlen, Jackson Recovery Centers	

ATTENDEES	DEPARTMENT OF HUMAN SERVICES
Lisa Pakkebier, REM Iowa	
Lisa Yunek	
Marc Roe, Tenco Industries	
Marilyn Althoff, Hills and Dales	
Mary Nelle Trefz, Child and Family Policy Center	
Marilyn Althoff, Hills and Dales	
Paul Ascheman, Iowa Psychological Association	
Rebecca Peterson, House of Mercy / IBHA Rep.	
Rod Cheney, APO, Inc.	
Sandra Christensen, Mercy Health Network	
Sarah Adams, Iowa Speech Language Hearing Association	
Shannon Strickler, LeadingAge Iowa	
Terry Johnson, Genesis Development	
Tira Mays, Broadlawns Medical Center	
Todd Seifert, Imagine the Possibilities	

Introduction

Medicaid Director Michael Randol welcomed the group and briefly introduced himself. He then asked participants to do the same.

Review of Issues Discussed at February 22 Meeting

Director Randol explained the work plan that was shared with participants prior to the meeting. He read through each of the issues listed on the work plan and asked participants to identify any issues that weren't captured correctly.

Develop Subgroups and Assign Members to Subgroups

Director Randol created four subgroups to address the issues in the work plan. He then asked participants to choose which subgroup(s) they wanted to be a part of. He also encouraged participants to invite subject matter experts from their organizations to participate in the subgroup, if necessary.

The subgroups are:

1. Claims, Communications and Prior Authorizations
2. Benefits/Eligibility and Reimbursement
3. Clinical/Quality Outcomes and Data Transparency
4. Credentialing

Next Steps

- Meeting dates for the subgroups will be determined by IME and shared with the group.
- The subgroups will each meet for one hour, all on the same day.
- A conference call will be set up for participants unable to attend subgroup meetings in person.
- Subgroup meetings will be every few weeks.
- Subgroup meetings will focus on solutions to the issues identified in the work plan. Many issues will not be solved overnight. Some issues may require a State Plan Amendment change, a waiver change, a rule change or a contract revision. Director Randol would like a status report on every issue.

Questions/Comments

- Is there a way to get data from IME? Director Randol recommended that during the first subgroup meeting, participants should let him know what data they would like to have.
- Is there an end date? There is no timeline to wrap up everything. Director Randol wants to meet every few weeks until all of the issues listed in the work plan have been addressed and have a plan of action.

Adjourn

3:15pm